



JOB DESCRIPTION

TITLE:	Receptionist/Office Assistant
REPORTS TO:	Executive Assistant
LOCATION:	14594 SR 525, Langley, WA
FLSA STATUS:	Non-Exempt
SCHEDULE:	Full-time, 8:30-5:00 Monday through Friday
WAGE:	\$20.30 per hour
BENEFITS	Twelve Paid Holidays Vacation and Sick Leave Health Insurance (<i>subsidized</i>) Life Insurance Optional 401(k) Plan Public Service Loan Forgiveness Eligibility Employee Assistance Program Employee Paid Supplemental Insurance Options Available
TO APPLY:	Send your application and brief letter expressing your interest via email with 'OFFICE ASSISTANT' in the subject line to: susan@islandseniorservices.org. Applications can be found on our jobs page: https://senior-resources.org/employment/ . For questions regarding the position or application, you may call ISR at 360-321-1600. Open until filled.

POSITION SUMMARY:

Provide reception and front office services for Island Senior Resources at the Bayview location. Duties primarily include greeting clients and visitors, screening and routing incoming calls, and scheduling appointments. Other duties include data entry and other office tasks as assigned.

ESSENTIAL JOB FUNCTIONS:

1. Provides courteous, professional receptionist duties by screening incoming calls on a multi-line telephone system, greets visitors, answers routine questions, and provides resources and information.
2. Various data entry projects including logging all client interactions in the database.
3. Receives and distributes incoming mail.
4. Receipts all incoming funds and routes funds to the accounting office.
5. Maintains the general appearance of the office spaces, lobby and coffee bar, and identifies cleaning, maintenance, or repair needs.
6. Other duties as assigned.

QUALIFICATIONS:

Minimum Education and Experience

- High School graduate; relevant experience can substitute for education.
- Two years of experience working in an office environment.

Knowledge, Skills, and Abilities

- Excellent oral communication and customer service skills.
- Strong organizational and time management skills; ability to work effectively with frequent interruptions and to balance the multiple “demands” of walk-in patrons, phone calls, staff, etc.
- Knowledge of general office procedures and practices and the use of standard office equipment.
- Accurate and proficient data entry skills with a high level of attention to detail.
- Must have experience with computers and various computer software programs including Microsoft Teams, database software, and email.
- Able to effectively interact and communicate consistently throughout the day with people in difficult situations.
- Ability to maintain confidentiality.
- Must show a willingness to learn and master new responsibilities.

Special Requirements

- Ability to successfully pass a background check.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Work is performed in an office environment.
- Sufficient mobility is required to guide clients around the facilities and to use of office equipment such as computers, telephones, and the copier.
- Potential exposure to repetitive stresses due to the prolonged use of computers.
- Sitting for extended periods of time.
- Lifting a minimum of 30 pounds (computers, program supplies, outreach materials, and so on) might be required.
- The ability to hear and communicate verbally and in writing at a level sufficient to perform the essential functions of the position is required.



ABOUT ISLAND SENIOR SERVICES

Island Senior Resources (dba ISR/Senior Services of Island County) is the primary provider of resources for seniors, adults with disabilities, and those who care for them in Island County, WA. It is in its 50th year of essential service to the community.

"I believe in the value of Island Senior Resources; that's why I work here. We improve lives every day for the individuals we serve. Each day when I go home, I know I have made a difference. It's more than a job; I'm doing what I believe in."

– Long-time staff member

We hire people, not just qualifications. We respect and value our differences. We ask questions and listen to points of view until we find the best answers to every challenge. We seek individuals who can work collaboratively, value input, think creatively, and bring their experience to an environment where expertise is respected, and a desire to learn and improve is encouraged.

Everyone on staff is both a mentor and a learner every day. All of us are passionate about the work we do together and how we care for each other and every person who needs our help.

Our Mission

To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

Our Vision

Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, care for and about, afforded respect, treated with dignity, and supported to live their best life.

Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We have diverse funding streams including from government sources, charitable foundations, corporations, private individuals and families, and the sales of goods and services.

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We actively seek those with diverse backgrounds and lived experiences who might broaden/deepen our organization's range of perspective to better represent the communities we serve.

Island Senior Resources

14594 SR 525, Langley, WA 98260
360-321-1600

reception@islandseniorservices.org

www.senior-resources.org